syn1588 ®

Version 1.17.0 - October 2023

Abstract

This application note describes how to use the syn1588® System Information Report feature of the syn1588® PTP Stack implemented to facilitate solving installation issues.

Introduction

The syn1588® System Information Report is a status and configuration report feature providing detailed information about the system setup the syn1588® products are operating in. It Is intended to diagnose system configuration and/or setup issues. The Oregano Systems support team will ask you to provide this information.

Pre-Requisites

The syn1588® System Information Report feature is available for the syn1588® PTP stack revision 523 or higher. The current revision can be checked easily simply invoking the syn1588® PTP Stack using the command line parameter "–v info" or "-v2" (for v1.13 and older PTP Stacks) as shown below.

```
C:\>ptp -v2 -i eth0
syn1588(R) PTP Stack - V 1.2.253 Rev 628 $ - IEEE1588-2008
Copyright (c) Oregano Systems - Design & Consulting GesmbH 2005-2013
Confidential unpublished data - All rights reserve
```

Most recent version output when starting the syn1588® PTP Stack.

```
2023-10-05 11:39:01.088675 [INFO    ] [                ]  syn1588(R) PTP
Stack - IEEE1588-2008 Engine
2023-10-05 11:39:01.088786 [INFO    ] [                ]  Build date: 2023-
10-03T05:02:37 - v1.17-5-ge201e4a9e
2023-10-05 11:39:01.088805 [INFO    ] [                ]  Copyright (c)
Oregano Systems - Design & Consulting GesmbH 2005-2023
2023-10-05 11:39:01.088821 [INFO    ] [                ]  Confidential
unpublished data - All rights reserved
2023-10-05 11:39:01.088840 [INFO    ] [                ]  syn1588(R) PTP
Stack started: 2023-10-05 11:39:01 (UTC)
```

syn1588® System Information Report

The syn1588® System Information Report is generated by invoking the syn1588® PTP with the command line parameter "–Y".

```
ptp -i 192.168.103.63 -Y
```

This option does not modify or influence any other command line parameters. It will generate a detailed system report prior to starting its normal operation. Basically, the status report displays the following information:

- Operating system version
- Version of currently used drivers (Windows: all drivers, Linux: SyncDriver and syn1588 driver)
- Network adapter information/configuration
- IP setup, routing information, firewall

The syn1588® System Information Report feature is available both for Linux and Windows operating systems but will differ slightly in the contents.

Example Output for Windows

```
2022-01-05 07:28:26.368568 [INFO    ] [                  ] syn1588(R) PTP Stack - IEEE1588-2008 Engine
2022-01-05 07:28:26.369143 [INFO    ] [                  ] Build date: 2022-01-04T10:06:51 - v1.14-0-g6624ce7d
2022-01-05 07:28:26.369517 [INFO    ] [                  ] Copyright (c) Oregano Systems - Design & Consulting GesmbH 2005-
2022
2022-01-05 07:28:26.370084 [INFO    ] [                  ] Confidential unpublished data - All rights reserved
2022-01-05 07:28:26.370387 [INFO    ] [                  ] Confidential unpublished data - All rights reserved
2022-01-05 07:28:26.370957 [INFO    ] [                  ] syn1588(R) PTP Stack started: 2022-01-05 06:28:26.368805 (UTC)
2022-01-05 07:28:26.371393 [INFO    ] [p1                ] Port 1: adding config "i" = "192.168.0.5"
2022-01-05 07:28:26.371808 [INFO    ] [p1                ] Port 1: adding config "Y" = ""
2022-01-05 07:28:26.372109 [INFO    ] [p1                ] PTP version 2.0
2022-01-05 07:28:26.372691 [INFO    ] [                  ] ---------------------------------
2022-01-05 07:28:26.373003 [INFO    ] [                  ] START of SYSTEM INFORMATION REPORT
2022-01-05 07:28:26.373551 [INFO    ] [systeminfo  ]
2022-01-05 07:28:26.373822 [INFO    ] [systeminfo  ] OS Information:
2022-01-05 07:28:26.374432 [INFO    ] [systeminfo  ]    Version:
2022-01-05 07:28:26.374689 [INFO    ] [systeminfo  ] Windows
2022-01-05 07:28:26.374742 [INFO    ] [systeminfo  ]
2022-01-05 07:28:26.375054 [INFO    ] [systeminfo  ]
2022-01-05 07:28:26.375426 [INFO    ] [systeminfo  ] Installed drivers:
2022-01-05 07:28:26.375837 [INFO    ] [systeminfo  ]   Number of drivers: 217
2022-01-05 07:28:26.376076 [INFO    ] [systeminfo  ]   1: ntoskrnl.exe
2022-01-05 07:28:26.376418 [INFO    ] [systeminfo  ]  - Path:\SystemRoot\system32\ntoskrnl.exe2022-01-05
07:28:26.376465 [INFO    ] [systeminfo  ]
```

Example Output for Linux

```
2023-10-05 11:39:01.088675 [INFO    ] [                  ] syn1588(R) PTP Stack - IEEE1588-2008 Engine
2023-10-05 11:39:01.088786 [INFO    ] [                  ] Build date: 2023-10-03T05:02:37 - v1.17-5-ge201e4a9e
2023-10-05 11:39:01.088805 [INFO    ] [                  ] Copyright (c) Oregano Systems - Design & Consulting GesmbH 2005-
2023
2023-10-05 11:39:01.088821 [INFO    ] [                  ] Confidential unpublished data - All rights reserved
2023-10-05 11:39:01.088840 [INFO    ] [                  ] syn1588(R) PTP Stack started: 2023-10-05 11:39:01 (UTC)
2023-10-05 11:39:01.089174 [INFO    ] [p1                ] Port 1: adding config "i" = "eth0"
2023-10-05 11:39:01.089204 [INFO    ] [p1                ] Port 1: adding config "Y" = ""
2023-10-05 11:39:01.089225 [INFO    ] [p1                ] PTP version 2.0
2023-10-05 11:39:01.089245 [INFO    ] [                  ] Command line: ./ptp -i eth0 -Y
```

```
2023-10-05 11:39:01.089262 [INFO    ] [                ] ---------------------------------
2023-10-05 11:39:01.089278 [INFO    ] [                ] START of SYSTEM INFORMATION REPORT
2023-10-05 11:39:01.089306 [INFO    ] [systeminfo   ] OS Information:
2023-10-05 11:39:01.089397 [INFO    ] [systeminfo   ]   Version: Linux version 5.15.0-47-generic (buildd@lcy02-amd64-
060) (gcc (Ubuntu 11.2.0-19ubuntu1) 11.2.0, GNU ld (GNU Binutils
2023-10-05 11:39:01.089455 [INFO    ] [systeminfo   ] Installed drivers:
2023-10-05 11:39:01.089581 [INFO    ] [systeminfo   ]   syn1588_syncd 40960 0 - Live 0xffffffffc0ee9000 (OE)
2023-10-05 11:39:01.089638 [WARNING ] [systeminfo   ]     No version information found for module: syn1588!
2023-10-05 11:39:01.089673 [INFO    ] [systeminfo   ]   oregano_mac 73728 1 syn1588_syncd, Live 0xffffffffc0ed6000 (OE)
2023-10-05 11:39:01.089711 [WARNING ] [systeminfo   ]     No version information found for module: syn1588!
2023-10-05 11:39:01.089734 [INFO    ] [systeminfo   ]   oregano_clock 61440 2 syn1588_syncd,oregano_mac, Live
0xffffffffc0eb4000 (OE)
2023-10-05 11:39:01.089829 [WARNING ] [systeminfo   ]     No version information found for module: syn1588!
2023-10-05 11:39:01.089890 [INFO    ] [systeminfo   ]   oregano_updater_altera 16384 1 syn1588_syncd, Live
0xffffffffc0e66000 (OE)
2023-10-05 11:39:01.090018 [WARNING ] [systeminfo   ]     No version information found for module: syn1588!
2023-10-05 11:39:01.090243 [INFO    ] [systeminfo   ]   syn1588_pci 20480 0 - Live 0xffffffffc0992000 (OE)
2023-10-05 11:39:01.090286 [WARNING ] [systeminfo   ]     No version information found for module: syn1588!
2023-10-05 11:39:01.090314 [INFO    ] [systeminfo   ]   si_time_pll 24576 1 syn1588_pci, Live 0xffffffffc07d3000 (OE)
2023-10-05 11:39:01.090347 [WARNING ] [systeminfo   ]     No version information found for module: syn1588!
2023-10-05 11:39:01.090622 [INFO    ] [systeminfo   ] Network status:
2023-10-05 11:39:01.090643 [INFO    ] [systeminfo   ]   proc/net/dev:
2023-10-05 11:39:01.090903 [INFO    ] [systeminfo   ]   Inter-|   Receive
|  Transmit
2023-10-05 11:39:01.090933 [INFO    ] [systeminfo   ]    face |bytes    packets errs drop fifo frame compressed
multicast|bytes    packets errs drop fifo colls carrier compressed
2023-10-05 11:39:01.090952 [INFO    ] [systeminfo   ]      lo:  59185     513    0    0    0    0          0
0    59185     513    0    0    0    0       0        0
2023-10-05 11:39:01.090970 [INFO    ] [systeminfo   ]   enp4s0: 271244169 3088826   0  506   0    0          0
3044051 10022556   17469    0    0    0    0       0        0
2023-10-05 11:39:01.091005 [INFO    ] [systeminfo   ]    eth0: 264122796 3056377   0  506   0    0          0
0  1469384   16787    0    0    0    0      11        0
2023-10-05 11:39:01.091063 [INFO    ] [systeminfo   ]   ifconfig:
2023-10-05 11:39:01.102565 [INFO    ] [systeminfo   ]   enp4s0: flags=4163<UP,BROADCAST,RUNNING,MULTICAST>  mtu 1500
2023-10-05 11:39:01.102578 [INFO    ] [systeminfo   ]        inet 192.168.200.200  netmask 255.255.254.0  broadcast
192.168.103.255
```

```
2023-10-05 11:39:01.102590 [INFO    ] [systeminfo  ]              inet6 fe80::d8ef:674c:9871:abbf  prefixlen 64  scopeid
0x20<link>
2023-10-05 11:39:01.102603 [INFO    ] [systeminfo  ]              ether d0:50:99:37:08:9c  txqueuelen 1000  (Ethernet)
2023-10-05 11:39:01.102617 [INFO    ] [systeminfo  ]              RX packets 3088830  bytes 271244461 (271.2 MB)
2023-10-05 11:39:01.102629 [INFO    ] [systeminfo  ]              RX errors 0  dropped 506  overruns 0  frame 0
2023-10-05 11:39:01.102642 [INFO    ] [systeminfo  ]              TX packets 17470  bytes 10023774 (10.0 MB)
2023-10-05 11:39:01.102654 [INFO    ] [systeminfo  ]              TX errors 0  dropped 0 overruns 0  carrier 0  collisions
0
2023-10-05 11:39:01.102666 [INFO    ] [systeminfo  ]
2023-10-05 11:39:01.102679 [INFO    ] [systeminfo  ]      eth0: flags=4163<UP,BROADCAST,RUNNING,MULTICAST>  mtu 1500
2023-10-05 11:39:01.102692 [INFO    ] [systeminfo  ]              inet 10.0.0.1  netmask 255.255.255.0  broadcast
10.0.0.255
2023-10-05 11:39:01.102709 [INFO    ] [systeminfo  ]              inet6 fe80::707a:d184:9e6b:dfc3  prefixlen 64  scopeid
0x20<link>
2023-10-05 11:39:01.102722 [INFO    ] [systeminfo  ]              ether 8c:a5:a1:00:11:bc  txqueuelen 1000  (Ethernet)
2023-10-05 11:39:01.102736 [INFO    ] [systeminfo  ]              RX packets 3056379  bytes 264122968 (264.1 MB)
2023-10-05 11:39:01.102748 [INFO    ] [systeminfo  ]              RX errors 0  dropped 506  overruns 0  frame 0
2023-10-05 11:39:01.102761 [INFO    ] [systeminfo  ]              TX packets 16787  bytes 1469384 (1.4 MB)
2023-10-05 11:39:01.102774 [INFO    ] [systeminfo  ]              TX errors 0  dropped 0 overruns 0  carrier 11
collisions 0
2023-10-05 11:39:01.102787 [INFO    ] [systeminfo  ]
2023-10-05 11:39:01.102799 [INFO    ] [systeminfo  ]      lo: flags=73<UP,LOOPBACK,RUNNING>  mtu 65536
2023-10-05 11:39:01.102812 [INFO    ] [systeminfo  ]              inet 127.0.0.1  netmask 255.0.0.0
2023-10-05 11:39:01.102824 [INFO    ] [systeminfo  ]              inet6 ::1  prefixlen 128  scopeid 0x10<host>
2023-10-05 11:39:01.102837 [INFO    ] [systeminfo  ]              loop  txqueuelen 1000  (Local Loopback)
2023-10-05 11:39:01.102851 [INFO    ] [systeminfo  ]              RX packets 513  bytes 59185 (59.1 KB)
2023-10-05 11:39:01.102864 [INFO    ] [systeminfo  ]              RX errors 0  dropped 0  overruns 0  frame 0
2023-10-05 11:39:01.102877 [INFO    ] [systeminfo  ]              TX packets 513  bytes 59185 (59.1 KB)
2023-10-05 11:39:01.102890 [INFO    ] [systeminfo  ]              TX errors 0  dropped 0 overruns 0  carrier 0  collisions
0
2023-10-05 11:39:01.102903 [INFO    ] [systeminfo  ]
2023-10-05 11:39:01.103782 [INFO    ] [            ]  END   of SYSTEM INFORMATION REPORT
2023-10-05 11:39:01.103816 [INFO    ] [            ]  --------------------------------
```

Saving the syn1588® System Information Report

There are two options for saving this syn1588® System Information Report output into a text file.

- either by redirecting the output into a text file

or

- by using the command line option –f

Both solutions for saving to logfile "log.txt" are shown below:

```
ptp -i 192.168.103.63 -Y > log.txt

ptp -i 192.168.103.63 -Y -f log.txt
```

Privacy Information

Oregano Systems respects your privacy. Please note that the syn1588® PTP Stack will not collect any information on the target system it is operating in unless instructed to do so by using the "–Y" command line parameter. All report data is provided in human readable format to allow reviewing it prior to sending it to Oregano Systems.

For security reasons we recommend you to upload your syn1588® System Information Report to our secure file server (SFTP server sftp.oregano.at) rather than sending it via e-mail. If you do not have an account, please contact Oregano Systems support. We will provide you an account within a working day.

Neither password nor account information is required or will be logged. The information contained within the syn1588® System Information Report it vital for analyzing and solving configuration issues during support requests.

All syn1588® System Information Report data will be treated as strictly confidential.